



**STATE OF NEW JERSEY**

**Board of Public Utilities**

**Two Gateway Center**

**Newark, NJ 07102**

**[www.bpu.state.nj.us](http://www.bpu.state.nj.us)**

CABLE TELEVISION

IN THE MATTER OF A PETITION BY CSC TKR, INC. )  
FOR PERMISSION TO CLOSE A CUSTOMER SERVICE )  
OFFICE IN THE TOWNSHIP OF GREEN BROOK, )  
COUNTY OF SOMERSET, STATE OF NEW JERSEY )

ORDER OF APPROVAL

DOCKET NO. CO03030181 – |

(SERVICE LIST ATTACHED)

**BY THE BOARD:**

This matter considers a petition by CSC TKR, Inc. (Cablevision or Petitioner), a cable company holding Certificates of Approval and conducting cable television business in the State of New Jersey, to close its customer service office at 3085 Route 22 East, Township of Green Brook, County of Somerset, State of New Jersey, and relocate to an existing location at 275 Centennial Avenue, in the Township of Piscataway, County of Middlesex, State of New Jersey.

By way of background, on January 14, 2003, Cablevision filed a verified petition, pursuant to N.J.A.C. 14:18-5.1, seeking Board approval of the proposed office closing. Petitioner asserts that the relocation is desirable in that it will provide greater benefit and convenience to its customers. The proposed location provides expanded hours of operation, and, unlike the current office, is accessible via public transportation.

Petitioner indicates that no jobs will be eliminated or added as a result of the proposed office relocation, and that resources available at the current office will be available at the new office, with an additional eleven and one half hours per week of operation. Petitioner further represents that the new location is eleven (11) miles away from the current office, with 8 general parking spaces and 1 handicapped space available. The Piscataway location provides an additional 284 square feet of office and customer service space, with a larger customer service area than is available at the Green Brook office.

During the course of the Board's review of the petition by Staff, an informal comment from the Township of Bernards was received outside of the comment period. This comment was prompted, in part, by a Bernards' Township resident that complained about the office

closing as part of a general complaint letter to the Office. In its informal comment, the Township noted that upon closing of the Green Brook office, Petitioner would no longer have a customer service office anywhere in Somerset County. The Township also requested that Cablevision consider a closer location than Piscataway to, at a minimum, offer equipment exchange services to Township residents.

In light of the Bernards' Township request, Board Staff asked Petitioner to consider maintaining a full service office location within the borders of Somerset County, in closer proximity to the Somerset residents presently served by the Green Brook office. Cablevision, by letter dated June 30, 2003, provided its response to Staff. Cablevision's response, while not addressing the issue of establishing an alternate location within Somerset County to provide equipment exchange services, listed the names and locations of two active payment agents, in Green Brook and Dunellen, that remain available to accept customer payments from Somerset County residents.

Petitioner posted notice of the proposed office closing and relocation, as required by N.J.A.C. 14:18-5.1(c), at its office at 3058 Route 22 East, Township of Green Brook, County of Somerset, State of New Jersey. Notice was also published on December 27, 2002 in the Courier News, a newspaper of general circulation in the Petitioner's service area. This publication, however, failed to include a toll free number as required by N.J.A.C. 14:18-5.1(d).

Following review of the petition and supplemental information provided pursuant to staff discovery, Board Staff advises that Petitioner satisfies all remaining requirements of N.J.A.C. 14:18-5.1 (c). Staff further advises that there are no outstanding formal objections from the affected municipalities, and no other comments received other than the informal comment from the Township of Bernards.

The proposed office closing and relocation is in conformance with all existing franchise commitments and obligations in the Certificates of Approval and municipal consent agreements for the municipalities served by the current office.

While no formal objections have been received on this request, the Board must note that the notices posted by Petitioner failed to satisfy the technical requirements of N.J.A.C. 14:18-5.1(d) by not including a toll free or local exchange telephone number. Nevertheless, the postings provided notice to all interested parties of the opportunity to file written objections with the Board, and nothing has been received, either by the Board or the Petitioner, to indicate that any formal objections exist.

Accordingly, and based upon the petition and supporting documentation, the Board HEREBY FINDS that the proposed office relocation will not adversely affect the subscribers in the system and that a waiver of the requirement to include a telephone number on the notice is appropriate in this matter. Therefore, the Board HEREBY ORDERS that Petitioner's request for permission to close a customer service office in the Township of Green Brook, County of

Somerset, State of New Jersey and transfer the office functions to 275 Centennial Avenue, in the Township of Piscataway, County of Middlesex, State of New Jersey be GRANTED, and that the requirements of N.J.A.C. 14:18-5.1(d), to the extent not satisfied, are hereby WAIVED.

DATED: September 25, 2003

BOARD OF PUBLIC UTILITIES  
BY:

(signed)

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JEANNE M. FOX  
PRESIDENT

(signed)

\_\_\_\_\_  
FREDERICK F. BUTLER  
COMMISSIONER

(signed)

\_\_\_\_\_  
CAROL J. MURPHY  
COMMISSIONER

(signed)

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CONNIE O. HUGHES  
COMMISSIONER

(signed)

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JACK ALTER  
COMMISSIONER

ATTEST:

(signed)

KRISTI IZZO  
SECRETARY

**I/M/O A PETITION BY CSC TKR, INC. FOR PERMISSION TO CLOSE A  
CUSTOMER SERVICE OFFICE IN THE TOWNSHIP OF GREEN BROOK,  
COUNTY OF SOMERSET, STATE OF NEW JERSEY**

**Docket No. CO03030181**

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